

# Child and Family Service Review Process and Program Enhancement Plan

## CFSR Components

Statewide assessment of outcomes and  
systemic factors (6/03)

State data profile for national safety and  
permanency standards (8/03)

On-site evaluation of cases for caseload  
outcomes (8/03)

Interviews with stakeholders for systemic  
factors (8/03)

Federal CFSR report received (1/04)

## PEP Components

Program Enhancement Team formed (9/03)

PEP originally submitted (4/04)

Data for national standards (9/04)

Revised PEP submitted (10/04)

PEP federal approval on 11/1/04

- Two-year implementation period to 10/31/06

PEP Implementation Team formed (11/04)

## CFSR Caseload Outcomes

Safety 1: Children are, first and foremost, protected from abuse and neglect

- Timeliness of child maltreatment report investigation

- Recurrence of maltreatment

Safety 2: Children are safely maintained in their own homes whenever possible and appropriate

- Services to protect children in the home

- Risk of harm to children

## CFSR Caseload Outcomes

Permanency 1: Children have permanency and stability in their living arrangements

- Re-entry to out-of-home care

- Stability of placement

- Permanency goal for the child

- Reunification, guardianship and relative placement

- Adoption

- Other planned permanent living arrangement

## CFSR Caseload Outcomes

Permanency 2: The continuity of family relationships and connections is preserved for children

- Proximity of placement

- Placement with siblings

- Visiting with parents and siblings while in placement

- Preserving connections for the child (including ICWA)

- Use of relatives for placement

- Relationship of child in placement with parents

## CFSR Caseload Outcomes

Well Being 1: Families have enhanced capacity to provide for their children's needs

- Needs assessment and service plans

- Child and family involvement in case planning

- Worker visits with the child

- Worker visits with the parents

## CFSR Caseload Outcomes

Well Being 2: Children receive appropriate services to meet their educational needs

- Educational needs of the child

Well Being 3: Children receive adequate services to meet their physical and mental health needs

- Physical health of the child

- Mental health of the child

## CFSR Case Reviews

Reviewed 50 cases in three counties -

Kenosha, Milwaukee and Outagamie

Cases included in-home services and out-of-home placement. Placement cases included juvenile justice and ICWA.

Case review done by team of federal and state peer reviewers

Case interviews included family, caseworker and other case participants

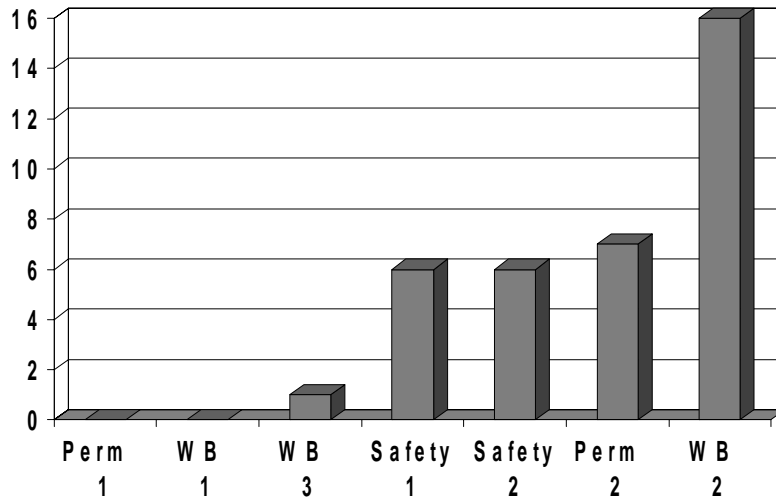
## CFSR Stakeholder Interviews

Stakeholders interviewed in each county and at state level

Stakeholder interviews were primarily input for systemic factor ratings

Interviews included family, youth, case workers, managers, foster parents, judges, attorneys, law enforcement and service providers

## States in Substantial Conformity on Outcomes



## Wisconsin Performance Compared with National Median Results for Outcomes

	<u>Wisconsin</u>	<u>Median</u>
Safety 1	79.1%	85.8%
Safety 2	83.3%	80.8%
Permanency 1	48.0%	50.9%
Permanency 2	44.0%	77.3%
Well Being 1	54.0%	60.0%
Well Being 2	91.0%	83.0%
Well Being 3	68.8%	69.9%

## Key National Findings

- Family involvement with case plan drives performance for most outcomes
- Worker visits with children and family have a significant impact
- Risk and safety assessments are insufficient and safety services are incomplete
- Need more concurrent permanency planning and alternate goals to reunification

## CFSR Systemic Factors

### Information system

Statewide system with child placement data

### Case review system

Written case plan developed with parents

Six-month review of permanency plans

Annual permanency court hearing

Process for termination of parental rights

Opportunity for foster parents/caregivers to be heard in reviews and court hearings

## CFSR Systemic Factors

### Quality assurance

- State program standards in place
- Quality assurance system to review services

### Staff and provider training

- Initial training for child welfare staff
- Ongoing training for child welfare staff
- Initial and ongoing training for foster/adoptive parents

## CFSR Systemic Factors

### Array of child welfare services

- Services to address safety in the home and permanency for children in placement
- Services are accessible in all jurisdictions
- Services can be individualized to meet the needs of children and families

### Agency responsiveness to community

- Ongoing consultation with stakeholders
- Annual progress reports
- Coordination with other programs

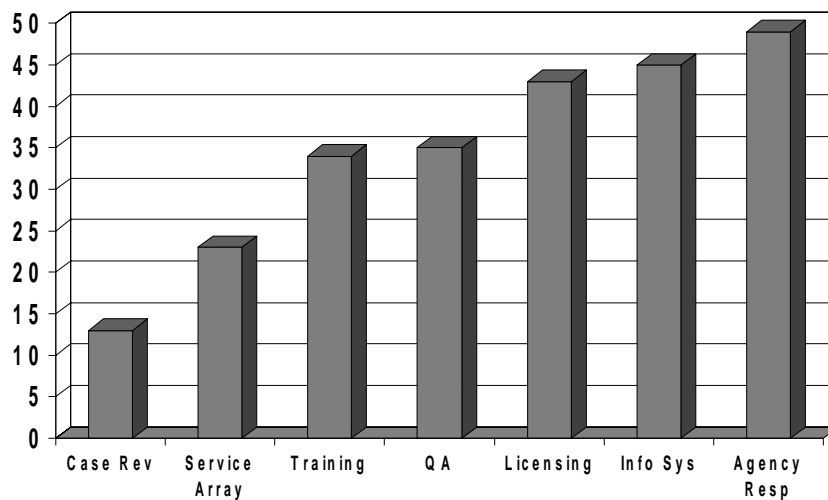


## CFSR Systemic Factors

### Provider recruitment and licensing

- Standards for licensing foster homes and group facilities
- Licensing standards are applied equally to all providers
- Criminal background checks for caregivers
- Diligent recruitment of foster/adoptive families to reflect the diversity of children in placement
- Use of cross-jurisdictional resources for placements

## States in Substantial Conformity on Systemic Factors



## Wisconsin Performance for Systemic Factors

### In Conformance:

- Information system
- Agency responsiveness (except tribal consultation)
- Provider recruitment and licensing

### Not in Conformance:

- Case review system
- Quality assurance
- Staff/provider training
- Service Array

## Systemic Factor Issues

### Case review system

- Case plan with parents
- TPR process
- Opportunity to be heard in hearings

### Quality assurance

- Statewide review process

### Training

- Initial and ongoing staff training
- Foster/adoptive parent training

## Systemic Factor Issues

### Service array

- Services for safety and permanency

- Statewide accessibility of services

### Consultation with tribes

- Indian child welfare issues

## National Performance Standards

National standards set at 75% percentile

Safety 1: Recurrence of maltreatment

Safety 2: Maltreatment while in care

Permanency 1: Re-entry to out-of-home care

Permanency 2: Timely reunification

Permanency 3: Timely adoption

Permanency 4: Placement stability

## Wisconsin Performance on National Standards (2003)

### National Standard:

- Safety 1 6.1%
- Safety 2 0.57%
- Perm. 1 8.6%
- Perm. 2 76.2%
- Perm. 3 32.0%
- Perm. 4 86.7%

### ● Wisconsin Results:

- Safety 1 7.13%
- Safety 2 0.30% Met
- Perm. 1 21.5%
- Perm. 2 65.2%
- Perm. 3 17.8%
- Perm. 4 92.6% Met

## Program Enhancement Plan

PEP narrative includes overall summary and improvement targets

PEP matrix include specific action steps and implementation timeframes

Appendices include PEP development process, data plan and tribal child welfare issues

Quarterly progress reports are required

## PEP Development

PEP Core Team created in 9/03

Reviewed preliminary federal findings,  
identified causes and suggested activities

Activities “drilled down” by Core Team to 20  
major action steps

Actions steps have multiple benchmark tasks,  
over 100 tasks included

PEP endorsed by Core Team in 3/04

## Federal Approval of PEP

- Approval effective 11/1/04
- All 20 actions steps approved with some clarifications and revised timeframes
- Federal concerns primarily with timing of steps (extent will impact outcomes) and data for measurement
- Can update performance data and renegotiate timeframes if necessary

## Overarching Strategies in PEP

1. Help families strengthen their capacity to provide a safe and nurturing environment for their children;
2. Improve Wisconsin's capacity to provide quality foster care to children when they cannot be safe at home;
3. Strengthen and diversify the child welfare workforce and build our capacity to serve families and keep children safe;
4. Assure that the expectations of families and the actions of child welfare professionals are guided by clear and comprehensive policies and standards of practice;

## Overarching Strategies in PEP

5. Collaborate with agencies and systems to improve family access to services that ensure children are safe and healthy;
6. Improve the quality and usefulness of information needed to evaluate the safety, permanence and well being of children; and
7. Assure the quality and effectiveness of services for children and families by regularly reviewing our programs and practices.

## PEP Action Steps

- PEP action steps address CFSR findings for caseload outcomes, systemic factors and national performance standards
- Action steps identify the projected achievement date; all actions must be implemented within 2-year PEP period
- Action steps must have measurable impact on program outcomes

## More Information

Wisconsin CFSR/PEP web site:

CFSR: <http://dhfs.wisconsin.gov/cwreview/cfsr.htm>

PEP: <http://dhfs.wisconsin.gov/cwreview/PEP.htm>

Federal CFSR web site:

<http://www.acf.dhhs.gov/programs/cb/cwrp/cfsr.htm>

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